

Employment and Workplace Assistance

Provider Module Series

Presented by:

Office of Provider Network Supports

Division of Developmental Services

The Department of Behavioral Health and
Developmental Services



About this Module

- Scan QR Codes throughout presentation to access resources.
- OR
- Click on embedded links to access resources.

DBHDS website



Throughout the presentation, read each slide and note section to ensure you access all the information in the presentation


<https://dbhds.virginia.gov/>

About this Module

The intended audience for this training includes Employment Service Organizations (ESOs), CSB staff and providers that are seeking introductory information and resources about Employment and Workplace Assistance services.

Learning Goals

- Learn key information about Employment and Workplace Assistance services
- Receive an overview of provider requirements
- Learn about the Employment First Initiative
- Learn about DARS and DD Waiver service processes
- Learn about both Individual and Group Supported Employment, as well as Workplace Assistance under the DD Waivers

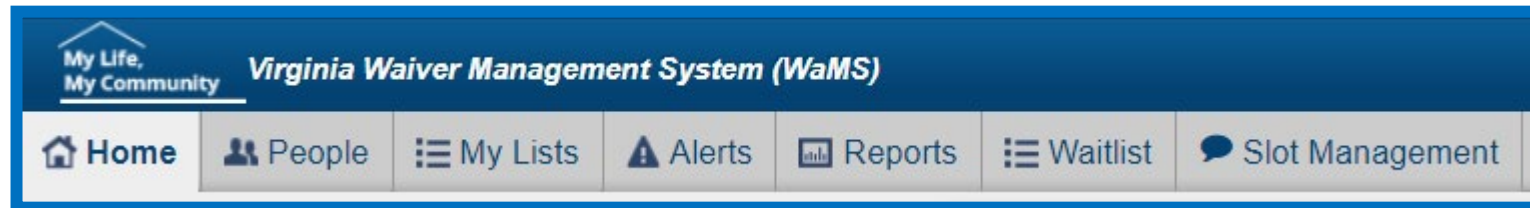
Common Acronyms

- BI = Building Independence Waiver
- CL = Community Living Waiver
- DARS = Department of Aging and Rehabilitative Services
- DDS = Division of Development Services
- DSP = Direct Support Professional
- DD = Developmental Disability
- FIS = Family and Individual Supports Waiver
- ISP = Individual Support Plan
- OL = Office of Licensing
- PCP = Person-centered Practices
- SC = Support Coordinator
- DBVI = Dept of Blind and Vision Impaired
- SA = Situational assessment
- JD = Job development
- PT = Placement and training
- ISE = Individual Supported Employment
- GSE = Group Supported Employment
- JCTS = Job Coach Training Services
- CSB = Community Services Board
- SE = Supported Employment
- WPA = Workplace Assistance

Provider Requirements

Waiver Management System (WaMS)

All Providers must be enrolled in WaMS prior to providing services under the Building Independence, Community Living, and Family and Individual Support Waivers.



https://dbhds.virginia.gov/assets/doc/ds/pd/ja_wams_provider-access-to-wams.pdf



WAMS Account Setup



Employment First Initiative



Virginia promotes meaningful, competitive employment for people with disabilities.

Employment is considered before other day service options.

Informed Decision-Making

- All people, including individuals with significant disabilities, are capable of full participation in competitive, integrated employment and community life
- Employment is the first priority and preferred outcome of and for Virginians with disabilities
- Real-life experiences support truly informed decisions
- Utilize all available resources and partners (paid and unpaid) to support people in exploring their interest in employment (such as family members, friends, teachers, case managers/support coordinators, day services providers, and vocational rehabilitation professionals, etc.)
- Identify and work to overcome obstacles

Supporting Informed Choice about Employment, 2017 



Individual and Group Supported Employment Services

- The path to employment begins with conversations about work interests and potential barriers to employment
- Meaningful employment outcomes are developed and include addressing any barriers to employment
- Waiver funded employment services are typically accessed following the DARS vocational rehabilitation process



In order to provide employment services to individuals who have the DD Waiver, providers must first enroll as a Medicaid provider.

<https://vamedicaid.dmas.virginia.gov/#gsc.tab=0> by clicking on “New Provider Enrollment”

or access a PDF by going to:

**<https://www.virginiamedicaid.dmas.virginia.gov/wps/portal/ProviderEnrollment>
and choosing the Developmental Disability Waiver.**

Learning Goals Check

Which of the following statements is true?

- A. The provider has a responsibility to read and adhere to the provider manual only
- B. The support coordinator will provide training on the regulations and provider manual to providers
- C. The provider has a responsibility to read and adhere to the regulations and the provider manual
- D. The provider may delineate from the regulations and provider manual based on their own professional judgment

Learning goals check

C!



Enrolling as a Medicaid Provider

Additional Contact Information:

In-State : 1-804-270-5105

Out-Of-State Toll Free : 1-888-829-5373

Fax Toll Free : 1-888-335-8476

Email Address - VAMedicaidProviderEnrollment@gainwelltechnologies.com

Provider Requirements


Orientation and Competencies

Certain providers of DD Waiver services are required to meet training and competency requirements established by DBHDS. When services and supports are provided in DBHDS-licensed settings, advanced competency observation and documentation also applies.

Provider Training at DBHDS



Information on DSP and Supervisor Orientation Training and Competencies can be found on the DBHDS website use the link below to find more information under **DSP and Supervisor Orientation Training and Competencies:**

<https://dbhds.virginia.gov/developmental-services/provider-development/ctp-pd/ctp-required-training/> 

Provider Requirements

The following providers **licensed by DBHDS** must meet training and competency requirements:

- Agency-directed Personal Assistance
- Agency-directed Companion
- Agency-directed Respite
- Center-based Crisis Services
- Group Day Services
- Group Home Residential
- Independent Living
- In-Home Support Services
- Community-based Crisis Services
- Crisis Support Services
- Community Engagement
- Community Coaching
- Sponsored Residential
- Supported Living Residential
- **Workplace Assistance**

Provider Requirements

The following employment providers **not licensed by DBHDS** have the option to meet training and competency requirements:

- Individual Supported Employment
- Group Supported Employment
- Workplace Assistance



Provider Requirements

Providers of Individual Supported Employment, Group Supported Employment and Workplace Assistance services not licensed by DBHDS...

- Are providers through DARS
- Maintain documentation of accreditation verification
- If vendorship with DARS is terminated, regardless of reason, there can be no Medicaid reimbursement. In this case, the Provider Agreement will be terminated by DMAS and any reimbursements made to providers after the date of the loss of accreditation shall be subject to recovery by DMAS.

Service Options that Lead to Employment

Activities that lead toward employment can be supported by any provider as long as the support activities are allowable for the service provided and support the outcomes in a person's plan.

For example:

A **group day support** provider who supports a person to research career options by visiting job fairs and business open houses.

A **community engagement provider** who supports a person to meet emergency services personnel to explore an interest that could lead to employment.

A **group home provider** who supports a person to develop phone skills that can lead to a customer service position.

Example Support Activities that Lead to Employment

Communication skills

- Practicing professional phone skills
- Practice giving, receiving and asking for clarification of directions
- Develop an awareness of verbal and nonverbal communication
- Practicing professional email communication

Interpersonal skills

- Explore ways to appropriately handle conflict such as practicing coping skills like counting to ten and deep breathing
- Participate in team activities to learn how to take turns, work with others and be a gracious winner or loser
- Explore different cultures

Time management skills

- Follow a schedule
- Use alarms to help adhere to a schedule
- Learn how long it takes to get ready

Supporting Informed Choice about Employment, 2017 

Example Support Activities that Lead to Employment

Transferrable Skills

- Complete chores at home that are related to jobs in the community such as fold laundry, put away groceries, prepare food, follow a list to complete designated chore
- Participate in activities in the community that build independence and are related to employment (e.g., help shop for household groceries, pay for groceries and other items purchased in the community, complete personal banking transactions, such as using an ATM)
- Participate in activities through a day services program that build work skills and awareness (e.g., volunteer in the community, participate in team activities, practice professional communication skills)

Supporting Informed Choice about Employment, 2017 

Example Support Activities that Lead to Employment

Professional appearance

- Identify what is appropriate attire for the season and for various work environments
- Identify items in wardrobe that are professional
- Practice wearing outfits that are work appropriate

Lifelong learning

- Research possible employment in the area
- Complete practice applications
- Tour different employment establishments and observe people doing various jobs
- Use everyday activities at home and in day services programs to build skills
- Explore post-secondary training options

Supporting Informed Choice about Employment, 2017 

Employment Considerations

The pathway to employment...



Supporting Informed Choice about Employment, 2017

Learning Goals Check

Providers of Supported Employment services, who are not licensed by DBHDS...

- A. ...are required to meet DSP competencies.
- B. ...must pass the DSP test, but do not require the competencies.
- C. ...have the option to complete the DSP competency requirements.
- D. ...must complete the competencies within 180 days of hire.

Learning goals check

C!





**Individual
and Group
Supported
Employment
(SE) Services**



Individual and Group Supported Employment Services

Consists of ongoing supports provided by a job coach that enable individuals to be employed in an integrated work setting and may include assisting the individual, either one to one or in small groups, to support with locating a job or develop a job with the individual, as well as activities needed by the individual to sustain paid work.





Individual and Group Supported Employment Services

The Rehabilitation Counselor

- Employed by DARS
- Has the lead responsibility for planning and coordinating SE services to ensure quality and successful outcomes
- Assists with setting and monitoring employment goals
- Assesses progress and provides input to ensure quality services
 - ✓ Has knowledge of supported employment philosophy, regulations, and emerging service delivery techniques
 - ✓ Has skill in planning, delivering, and assessing services for people with most severe and/or multiple disabilities

Note when an individual is not open to DARS, the CSB Support Coordinator assists.





Individual and Group Supported Employment Services

The Rehabilitation Counselor

The rehabilitation counselor concludes funding of supported employment services when the consumer is stable in employment.

“Stability” in employment is determined by the counselor, consumer and job coach once certain conditions are met.

For example,

- funding for extended employment has been secured
- the need for job coaching has decreased
- employer reports satisfaction
- modifications are in place
- transportation is available
- has an “employed” status at least 90 days before closure

Note when an individual is not open to DARS, the CSB Support Coordinator assists.





Below is a list of the 8 conditions of stability as defined by DARS/DBVI. Once all conditions are met, the person is considered “stable”, meaning they are ready to be closed (JCTS) or move into follow along (SE):

- ✓ **Intervention has reached a “plateau” or leveled out**
- ✓ **Demonstrates appropriate work behaviors and social skills on the job**
- ✓ **Performs expected job duties**
- ✓ **Is satisfied with the job and work environment**
- ✓ **Supervisor is satisfied with the consumer’s job performance**
- ✓ **Necessary worksite modifications and accommodations are in place**
- ✓ **Transportation to and from work is reliable**
- ✓ **Compensation is at or above minimum wage but not less than wages paid by employer for the same work performed by people without disabilities**



Individual and Group Supported Employment Services

Waiver employment services can only be accessed first when DARS Category One is closed and DARS is not taking referrals.

If DARS Category 1 is closed, document the closure in a note and proceed with waiver referral.

If DARS funding is not available, maintain a DARS provided letter or document the contact to include name, date, and person contacted and proceed with waiver referral. This information only be needed again when the person's circumstances change (e.g. seeking a new job).

RS-2 (rev. 3/2022) **Virginia Department for Aging and Rehabilitative Services**
Division of Rehabilitative Services

Referral to Vocational Rehabilitation Program

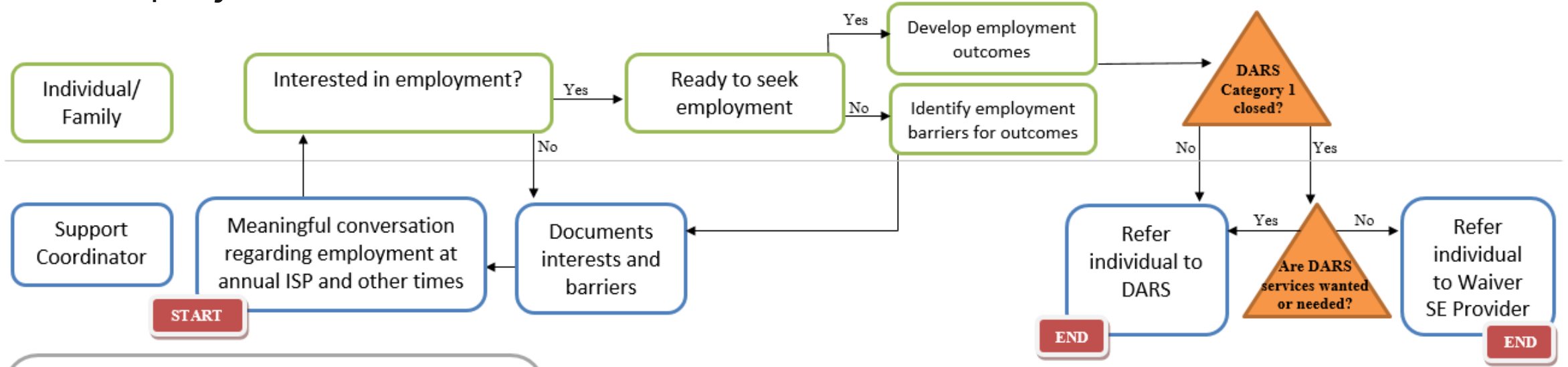
Important Information for People With a Disability Who Want to Work
 The Vocational Rehabilitation (VR) Program helps people with all types of disabilities get ready for, find, and keep a job. Eligibility and services provided are decided case-by-case.
 You may refer yourself or anyone with a disability who wants to work. Give the information on this form to your local DRS office by: Mail, Phone, Fax, or E-mail message.
 For the local office directory,
 Call us toll-free in the U.S. at 1-800-552-5019 (TTY: 800-552-5019)
 Visit our Web site at www.vdrs.org

A. Please Tell us About the Person Being Referred
 I am referring: Myself Someone else (Please make sure they know and agree)
 Social Security #* (If known) _____
 Last Name* _____ First* _____ MI _____
 Home Address* _____ DOB _____
 Primary Phone (____) _____ Voice TTY/Videophone Fax
 Second Phone (____) _____ Voice TTY/Videophone Fax
 Describe the disability _____

B. Please Tell Us About The Person Making The Referral
 Organization Name _____
 By Mr Ms Dr Last Name _____ First _____ MI _____

CLOSED

The Employment Process



Terms
DARS = Dept. of Aging and Rehabilitative Services
DARS Category 1 = Order of selection category with DARS, which includes individuals who are most significantly disabled, i.e., has a significant disability that results in serious functional limitations in three or more functional areas.
SE = Supported Employment

Category/Priority I: An individual with a most significant disability in accordance with the DRS definition of most significant disability. See slide notes for more detail.



Individual and Group Supported Employment Services

If a person is DD Waiver funded or not receiving any employment services, returning to DARS is required if:

- The person seeks to change to a new type of employment or is seeking a higher-level position that requires additional skills and abilities
- The person chooses a new supported employment provider
- There is any significant change in the employment situation such as extended absence, new adaptive equipment needs, change in work responsibilities (such as when current work responsibilities are changed or increased significantly)



Learning Goals Check

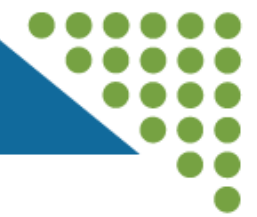
When can DD Waiver employment services be accessed?

- A. Immediately if a person wants to work.
- B. Only after consideration of different employment settings.
- C. Only when Category One is closed and DARS is not accepting referrals.
- D. Only when DARS is closed.

Learning goals check

C!





Individual
and Group
SE
Services





Individual and Group Supported Employment Services

- Provided in work settings where persons without disabilities are employed
- Designed especially for individuals with developmental disabilities who face barriers to employment due to the nature and complexity of their disabilities.
- Available to individuals who need supports because of their disabilities to obtain or maintain competitive integrated employment at or above the minimum wage



Individual and Group Supported Employment Services

Two Primary Services

Individual

Group

Both Group and Individual Supported Employment are covered under the:

Family and Individual Support, Community Living and Building Independence Waivers



Individual Employment Services

Individual

- Focuses on achieving sustained paid employment at or above minimum wage
- 1:1 support that enables individuals to work in an integrated setting of their choice
- Supports will “taper off” or fade with individuals ultimately working independently
- Once Stability is reached, individuals will move to a follow-along maintenance status

Outcome: Sustained paid employment at or above minimum wage in an integrated setting in the general workforce in a job that meets personal and career goals



Group Supported Employment Services

Group

- Continuous support & job training
- Naturally occurring place of employment
- Two to 8 people with disabilities
- Interactions with co-workers without disabilities and the public
- Community setting that promotes integration into the workplace and interaction in the workplace between participants and people without disabilities

Group Supported Employment settings shall comply with the HCBS setting requirements





Group Supported Employment Services

Group supported employment settings must comply with the HCBS setting requirements per 42 CFR 441.301

This service must be provided in a community setting that promotes integration into the workplace and interaction in the workplace between waiver participants and people without disabilities.

Individuals have the freedom to...

- Engage with co-workers outside of SE group members
- Utilize facilities available to all workers in the job location
- Seek alternate forms of transportation to access the work site
- Seek a promotion, change or end their current position, or explore options for alternate employment

See the HCBS Toolkit online at:

<https://www.dmas.virginia.gov/for-providers/long-term-care/waivers/home-and-community-based-services-toolkit/>



Learning Goals Check

Group Supported Employment...

- A. Includes job training.
- B. Is provided in a community setting.
- C. Includes groups of two to eight people with disabilities.
- D. All the above.

Learning goals check

D!





Individual and Group SE





Individual and Group Supported Employment Services

- Meet all of the requirements set forth in 12VAC30-122-110 through 12VAC30-122-140.
- Have a current, signed provider participation agreement with DMAS.
- Shall be DARS-contracted providers of supported employment service.
- Shall maintain their accreditation in order to continue to receive Medicaid reimbursement



Regulations and Provider Manual

Regulations are on Virginia Legislative Information System website 

<https://law.lis.virginia.gov/admincode/title12/agency30/chapter122/section550/>



Provider Manual is on DMAS website 

https://vamedicaid.dmas.virginia.gov/pdf_chapter/developmental-disabilities-waivers-bi-fis-cl-services#gsc.tab=0



It is a provider's responsibility to understand and adhere to regulatory requirements, as well as information in the provider manual



Individual and Group SE

Individual and Group Supported Employment Services

DARS



- Wants to work
- Completes an application requesting employment services
- Financial requirements are met
- Determined by a DARS Rehabilitation Counselor as being eligible for DARS employment funding

Waiver



- Wants to work
- Experiencing a barrier to employment without supports
- Has a BI, FIS, or CL Waiver
- Transitioning from DARS services into follow-along
- Denied access to funding through DARS or Category 1 is closed
- Has an ISP that documents the amount of support needed



**Individual
and
Group SE**

Individual and Group Supported Employment Services

- ✓ Vocational or job-related discovery or assessment
- ✓ Person-centered employment planning that results in employment related outcomes
- ✓ On the job training
- ✓ Developing natural supports in the workplace
- ✓ Ongoing evaluation, supervision, and monitoring of the individual's performance on the job



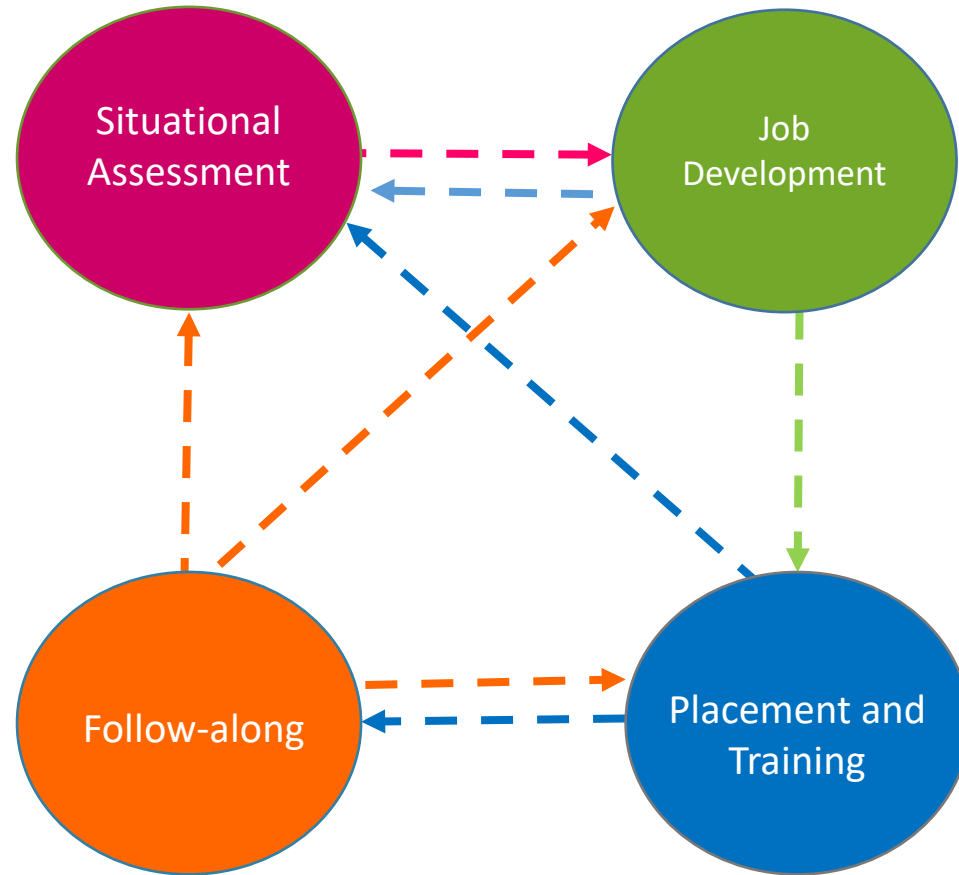
Individual and Group Supported Employment Services

- ✓ Ongoing support to retain job
- ✓ Development of work-related skills
- ✓ Supports for health and safety while working
- ✓ Support by the provider with travel to/from work as needed, and
- ✓ Negotiation with prospective employers



Allowable Support Activity

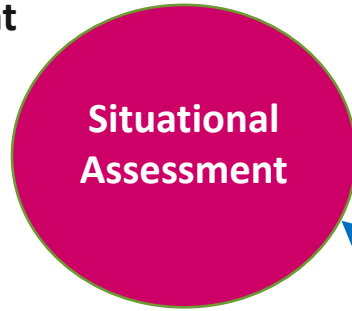
Individualized Job Development, with or without the individual present, that produces an appropriate job match for the individual and the employer to include job analysis or determining job tasks, or both is acceptable for Individual supported employment service only (not group).



Note: phases are non-linear and individualized

Situational Assessment

determining vocational options, direction, goals and training strategies



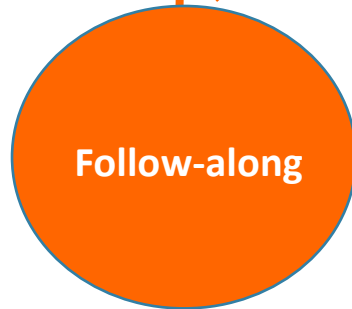
Job Development

direct, individualized assistance in the area of job seeking skills, job matching and specific employer contacts



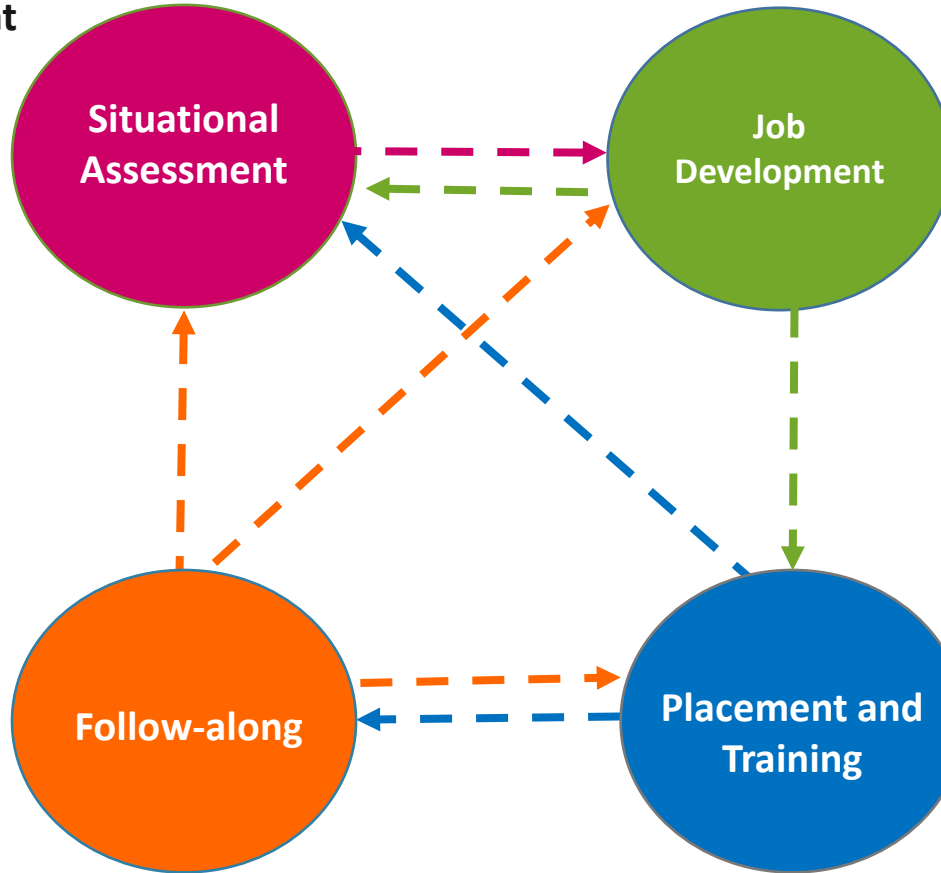
Follow-along

services that are needed to support and maintain an individual with a most significant disability in supported employment

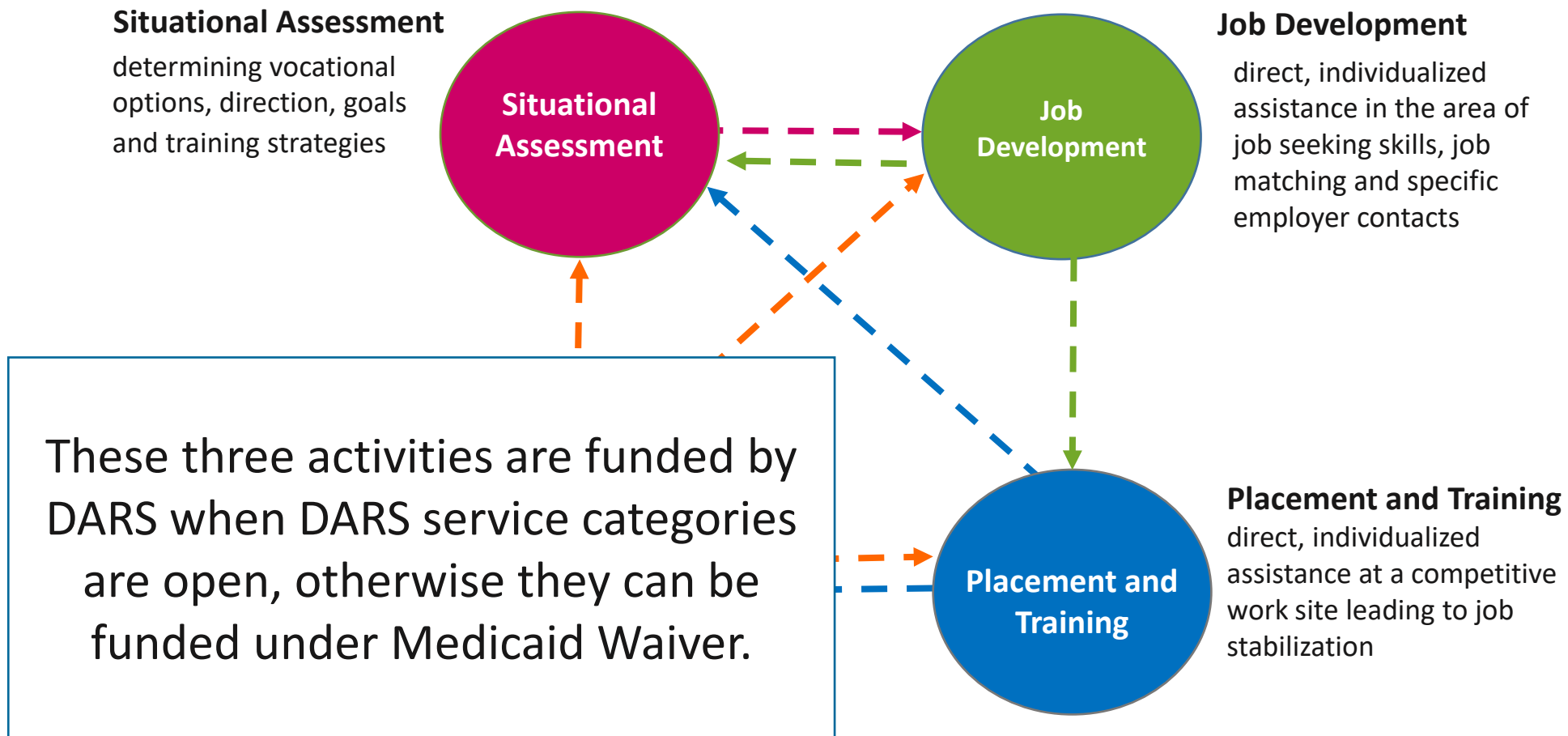


Placement and Training

direct, individualized assistance at a competitive work site leading to job stabilization



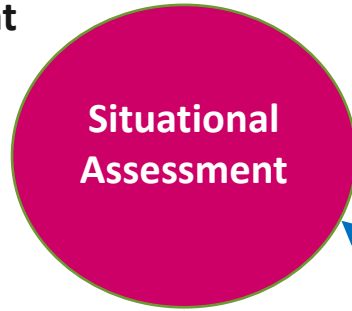
Note: phases are non-linear and individualized



Note: phases are non-linear and individualized

Situational Assessment

determining vocational options, direction, goals and training strategies



Job Development

direct, individualized assistance in the area of job seeking skills, job matching and specific employer contacts



Placement and Training

direct, individualized assistance at a competitive work site leading to job stabilization



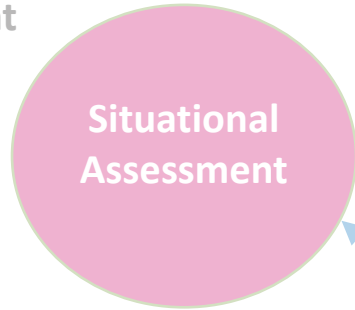
Allowable activities when provided under the Waiver include:

Vocational or job-related discovery or assessment, Person-centered employment planning, ISE individualized job development with or without the individual present that produces an appropriate job match, Negotiation with prospective employers, On-the-job training, Ongoing evaluation, supervision, and monitoring, Ongoing support necessary to ensure job retention, Supports to ensure health and safety, Development of work-related skills, Staff provision of transportation.

Note: phases are non-linear and individualized

Situational Assessment

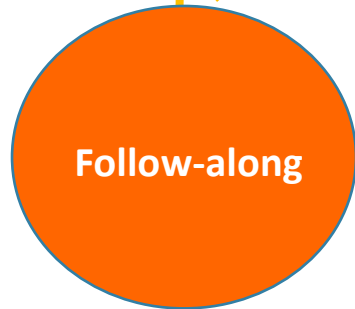
determining vocational options, direction, goals and training strategies



Follow-along can always be funded under Medicaid Waiver following the exhaustion of DARS funds or when DARS categories are closed.

Follow-along

services that are needed to support and maintain an individual with a most significant disability in supported employment



Placement and Training
direct, individualized assistance at a competitive work site leading to job stabilization

Note: phases are non-linear and individualized

Situational Assessment

determining vocational options, direction, goals and training strategies

Situational Assessment

Allowable activities when provided under the Waiver include: Vocational or job-related discovery or assessment, Person-centered employment planning, ISE individualized job development with or without the individual present that produces an appropriate job match, Negotiation with prospective employers, On-the-job training, Ongoing evaluation, supervision, and monitoring, Ongoing support necessary to ensure job retention, Supports to ensure health and safety, Development of work-related skills, Staff provision of transportation.

Follow-along

services that are needed to support and maintain an individual with a most significant disability in supported employment

Follow-along

Placement and Training

Placement and Training
direct, individualized assistance at a competitive work site leading to job stabilization

Note: phases are non-linear and individualized



Outcome: John works so that he can help others.



**Situational
Assessment
Activities**

John identifies a preferred vocation by January 31, 2023.

John tries three different types of jobs by March 1, 2023.

John develops an understanding of different job types (**measure:**
When John has visited at least five job types and describes the core
purpose of each in one discussion.)





Outcome: John works so that he can help others.

Job
Development
Activities

John identifies three possible employers by April 30, 2023.
John submits applications to five employers by June 1, 2023.
John develops interviewing skills [**measure:** When John can respond correctly to 9 of 10 common interview questions for two consecutive practice or actual interviews.]





Outcome: John works so that he can help others.

Placement and
Training
Activities

John meets skill acquisition of essential functions by April 10, 2023.

John independently takes the bus to his work location for one week by June 1, 2023.

John follows work site safety standards [**measure:** When John wears his goggles, gloves, and non-slip shoes when required consistently for one month.]





Outcome: John works so that he can help others.

Follow-along

John maintains employment through April 30, 2023.

John maintains ability to complete essential functions by April 10, 2023.

John continues to follow work site safety standards [**measure:** When John wears his goggles, gloves, and non-slip shoes when required for all workdays.]





Note about PC ISP Life Areas:


Use of the employment life area is appropriate if the person acknowledges that their intention in completing the activities for the outcome will eventually lead to employment.

The key steps and activities should indicate that employment is the ultimate outcome being sought regardless of the time it takes to get there.



Customized Employment (CE) is flexible process designed to personalize the employment relationship between a job candidate or employee and an employer in a way that meets the needs of both. It is based on identifying the strengths, conditions, and interests of a job candidate or employee beginning with discovery and concluding with postemployment supports.



In 2014, customized employment was included in Title IV of the Workforce Innovation and Opportunity Act (WIOA) as a strategy under the definition of supported employment. 

<https://www.dol.gov/agencies/eta/wioa/> 

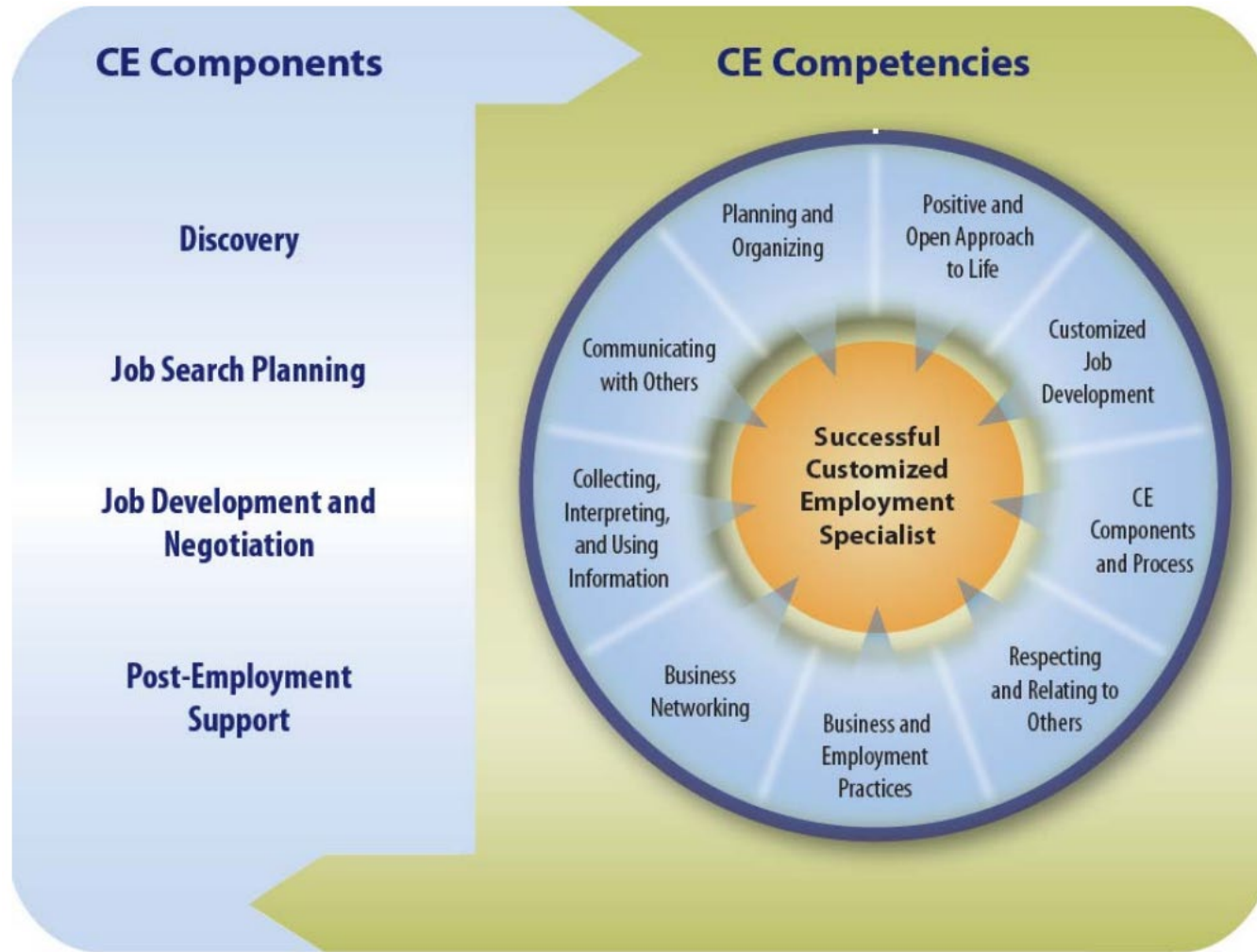
The CE Process

- Discovery
- Gathering information
- Job Search Planning
- Job Development and Negotiation
- Post-Employment Support

Those providing CE services must have a range of competencies within these four components that enable them, in collaboration with the job seeker and the employer, to complete the tasks involved in CE.

In some settings, CE services are provided by an individual employment specialist (that is, the key person who is working with the job seeker to develop a meaningful employment). In other cases, a team may provide the services.

Customized Employment Competency Model (ICF International. <https://www.dol.gov/sites/dolgov/files/odep/pdf/2011cecm.pdf>)



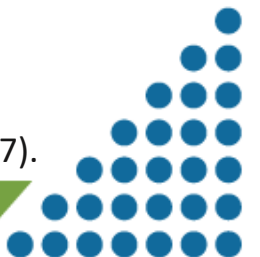
Customized Employment Competency Model (ICF International. <https://www.dol.gov/sites/dolgov/files/odep/pdf/2011cecm.pdf>).



The Essential Elements of Customized Employment

- Negotiation of job duties.
- Individualization, involving a job for one person.
- Negotiated pay of at least the minimum wage.
- Occurs in businesses in the community or in businesses owned by the individual.
- Facilitates mutually beneficial voluntary employment relationships.
- Job development “agents” are used as necessary to represent the employment seeker.
- Presumes that all individuals can work and includes discovery, strengths, needs and interests.
- Includes self-employment or wage employment, as chosen by the individual.
- best used to meet the needs of employment seekers with disabilities who have not been or are unlikely to be successful with traditional, demand side employment.

The Essential Elements of Customized Employment for Universal Application(WINTAC and Y-TAC, 2017).



Group and Individual SE





Individual Employment Services

- The unit of service shall be one hour
- Limited to 40 hours per week per individual
- In combination with the community engagement service, community coaching service, workplace assistance service, or group day service shall not exceed 66 hours per week
- Include a skills development component along with the provision of supports, as needed
- Takes place in nonresidential settings separate from the individual's home (except for positions developed under customized employment that do not isolate the individual or those that are telework based)
- **Must be billed according to the DARS fee schedule.**





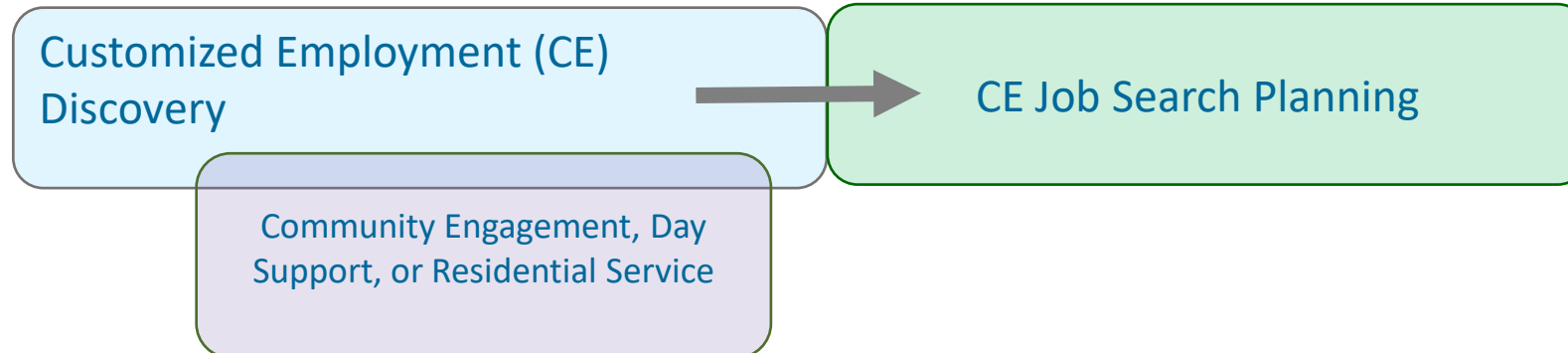
Group Supported Employment Services

- The unit of service shall be one hour
- Limited to 40 hours per week per individual
- In combination with the community engagement service, community coaching service, workplace assistance service, or group day service shall not exceed 66 hours per week
- Include a skills development component along with the provision of supports, as needed
- Takes place in nonresidential settings separate from the individual's home.



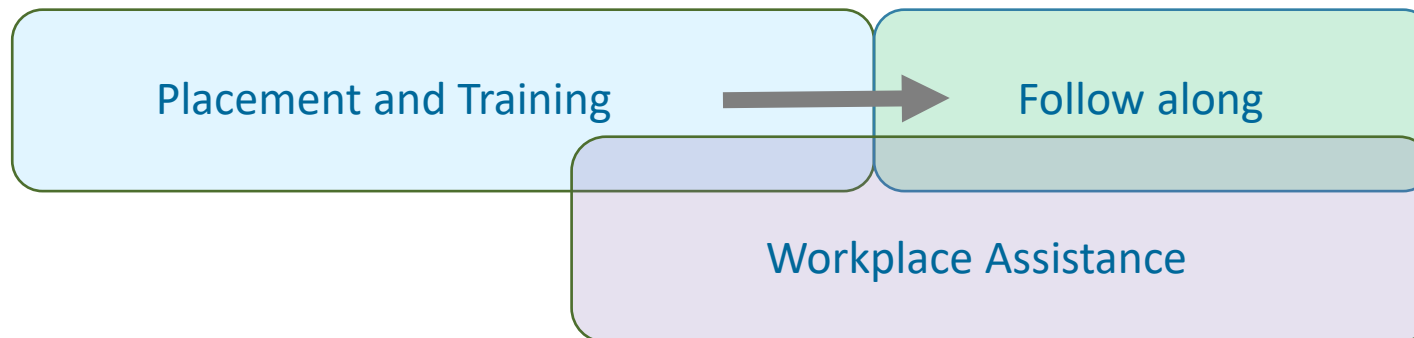
Individual Employment Services

- For time-limited and service authorized periods (not to exceed 24 hours) may be provided in combination with day service or residential service for purposes of discovery under customized employment.



Individual Employment Services

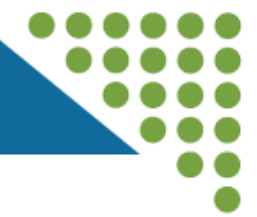
- Can be provided simultaneously with the workplace assistance service:
 - for a limited time as defined in the individual's plan for supports in order to assure stability on the job site
 - for the purpose of follow along services as defined by DARS
 - when the individual is nearing stability in his job and the job coach will be transitioning the individual's supports to the workplace assistance



Group Supported Employment Services

Reimbursement for group supported employment service shall be based on the size of the group.





Group and Individual SE





Individual and Group Supported Employment Services

- ✓ A copy of the completed, standard, age-appropriate assessment form
- ✓ Documentation to support units of service delivered, and the documentation shall correspond with billing
- ✓ Individual ineligibility for supported employment service through DARS or IDEA shall be documented in the individual's record, as applicable
- ✓ Quarterly review submitted to Support Coordinator
- ✓ Documentation that indicates the date, type of service rendered, and the number of hours provided, including specific timeframe.





Individual and Group Supported Employment Services

- ✓ Provider's plan for supports
- ✓ All correspondence to the individual and the individual's family/caregiver, as appropriate, the support coordinator, DMAS, and DBHDS
- ✓ Written documentation of contacts made with the individual's family/caregiver, physicians, providers, and all professionals concerning the individual
- ✓ Documentation of the size of the group [for group supported employment]





Individual and Group Supported Employment Services

- ✓ Prepare and maintain unique person-centered written documentation in the form of progress notes or supports checklists (defined by the service)
- ✓ The individual's record must contain information about the individual's responses to supports and specific circumstances that prevented the scheduled service if this occurred
- ✓ Documentation shall be written, signed, and dated on the day the described supports were provided. Documentation that occurs after the date services were provided shall be dated with the date the documentation was completed and also include the date the services were provided within the body of the note.



<https://law.lis.virginia.gov/admincode/title12/agency30/chapter122/section120>



Individual and Group Supported Employment Services

Unacceptable person-centered progress notes include:

- ✓ Standardized or formulaic notes
- ✓ Notes copied from previous service dates and imply redated
- ✓ Notes that are not signed and dated by staff who deliver the service, with the date services were rendered; and
- ✓ Person-centered progress notes that do not document the individual's unique opinion or observed responses to supports.



<https://law.lis.virginia.gov/admincode/title12/agency30/chapter122/section120>

Learning Goals Check

The four phases of Supported Employment do not include...

- A. Situational Assessment
- B. Placement and Education
- C. Follow-along
- D. Job development

Learning goals check

B!





Workplace Assistance



Workplace Assistance

Supports provided to an individual who has completed job development and completed or nearly completed job placement training (i.e., individual supported employment) but requires more than the typical job coach services to maintain stabilization in his or her employment.



Workplace Assistance

- This service is supplementary to individual supported employment service
- Covered in the Family and Individual Support and Community Living Waivers





Workplace Assistance

Workplace Assistance

Providers shall be either:

- ✓ Providers of supported employment services with DARS

OR:

- ✓ Licensed by DBHDS as a provider of non-center-based day support service.





Workplace Assistance

Providers of supported employment services with DARS:

- Provider through a DARS-recognized accrediting body
- Documentation of accreditation verification available
- Accreditation is maintained
- If accreditation is lost, regardless of reason, there can be no Medicaid reimbursement. In this case, the Provider Agreement will be terminated by DMAS and any reimbursements made to providers after the date of the loss of accreditation shall be subject to recovery by DMAS.





Workplace Assistance

For Providers licensed by DBHDS as a provider of non-center-based day support service:

- The Provider designated on the signed agreement shall submit claims
- Providers shall ensure that staff providing workplace assistance service meet provider training (and competency) requirements
- Prior to receiving reimbursement providers shall ensure that staff providing workplace assistance service have completed training regarding the principles of supported employment
- Maintain documentation of training
- DSP providing workplace assistance shall coordinate with the job coach if there is one
- Supervision shall meet requirements in 12VAC 30-122-120 by a supervisor meeting requirements of 12VAC 35-105-590.
- Documentation shall be complete, signed by the designated staff person and available





Workplace Assistance

For Providers licensed by DBHDS as a provider of non-center-based day support service: (continued)

- Oversight shall include:
 - Date of contact or observation
 - Person contacted or observed
 - Summary about the DSP's performance and service delivery, and
 - Any action planned or taken to correct problems identified during supervision or oversight





Workplace Assistance





Workplace Assistance

- The activity shall not be work skills training that would normally be provided by a job coach.
- Delivered in the person's natural employment setting, where and when it is needed.
- Shall facilitate the maintenance of and inclusion of the individual in an employment situation.



Workplace Assistance



- ✓ Habilitative supports related to non-work skills for the individual to maintain employment:
 - ✓ Appropriate behavior
 - ✓ Health maintenance
 - ✓ Time management
 - ✓ Other skills needed to continue to be employed
- ✓ Habilitative (skill-building) supports needed to make and strengthen community connections
- ✓ Routine supports with personal care needs; however, this cannot be the sole use of workplace assistance service
- ✓ Safety supports needed to ensure the individual's health and safety.



Workplace Assistance





Workplace Assistance

- Unit = one hour, up to and including 40 hours a week
- Must not be provided simultaneously (i.e., the same dates and times) with work-related personal assistance service
- Ratio = one staff person to one individual.
- The combination of workplace assistance service and other day services must not exceed 66 hours per week;
- Workplace assistance service can be provided simultaneously with individual supported employment (ISE) service





Workplace Assistance



Workplace Assistance

- ✓ Must be signed and dated
- ✓ A copy of the completed age-appropriate assessment
- ✓ The provider's plan for supports
- ✓ Quarterly review of the plan of supports submitted to the Support Coordinator
- ✓ All correspondence to the individual and the individual's family/caregiver, as appropriate
- ✓ Written progress notes documenting contacts made with the individual's family/caregiver, physicians, providers, and all professionals concerning the individual



Workplace Assistance

- ✓ Prepare and maintain unique person-centered written documentation in the form of progress notes or supports checklists (defined by the service)
- ✓ The individual's record must contain information about the individual's responses to supports and specific circumstances that prevented the scheduled service if this occurred
- ✓ Documentation shall be written, signed, and dated on the day the described supports were provided. Documentation that occurs after the date services were provided shall be dated with the date the documentation was completed and also include the date the services were provided within the body of the note.

[Provider Requirements 12VAC30-122-120](#)

Workplace Assistance

Unacceptable person-centered progress notes include:

- ✓ Standardized or formulaic notes
- ✓ Notes copied from previous service dates and imply redated
- ✓ Notes that are not signed and dated by staff who deliver the service, with the date services were rendered; and
- ✓ Person-centered progress notes that do not document the individual's unique opinion or observed responses to supports.

[Provider Requirements 12VAC30-122-120](#)



Workplace Assistance

Providers must maintain:

An attendance log or similar document that indicates the date services were rendered, the type of services rendered, and number of hours or units provided (including specific timeframe for services with a unit of service shorter than one day).

[Provider Requirements 12VAC30-122-120](#)

Learning Goals Check

Workplace assistance includes support with completing job tasks.

- A. True
- B. False

Learning goals check

B!



Department of Behavioral Health and Developmental Services

- Division of Developmental Services
- Offices of Licensing and Human Rights

<http://www.dbhds.virginia.gov>



Office of Provider Network Supports

Home » Developmental Services » Office of Provider Network Supports

Overview

The Office of Provider Network Supports focuses on developing and sustaining a qualified community of providers in Virginia so that people who have developmental disabilities and their families have choice and access to options that meet their needs. Here you will find resources from Provider Development including information on becoming a provider, information about Virginia's Person-Centered ISP, who to contact for technical assistance, and various training resources.

Announcements

- [Toolkit for Prospective DD Waiver Providers](#)
- [Join the Provider Network Listserv at Constant Contact](#)
- [Provider Network Supports CRC Contact Chart effective 12/4/23](#)
- [Information about Social Capital](#)
- [Addressing Risk in the WaMS ISP v.3.3 Webinar Recording](#)

**Community
Resource
Consultants**



Provider Roundtables

October 2023

<https://dbhds.virginia.gov/developmental-services/provider-network-supports/>



Learning Goals Check



Learning Goals Check #1

How does a provider of Supported Employment access the regulations and/or provider manual?

- A. Contact a support coordinator for printed copies
- B. Go to Virginia Legislative Information System website for the regulations, go to DMAS website for provider manual. Links are in this training.
- C. Go to the DBHDS website for the regulations; go to the Virginia Legislative Information System for the provider manual. Links are in this training.
- D. Go to the My Life My Community website for both. The link is provided in this training.

Learning goals check #1

B!



Learning Goals Check #2

The three types of Supported Employment include:

- A. Individual, Group, and Specialized Employment
- B. Specialized Employment, Individual, and Customized Employment
- C. Customized Employment, Individual, and Group
- D. DARS Employment, Waiver Employment, and Independent Employment

Learning goals check #2

C!



Learning Goals Check #3

Employment First means:

- A. Employment is readily available when desired.
- B. DBHDS and DARS are the only two paths to employment.
- C. Waiver must be utilized first before other options.
- D. Employment is considered before other day service options.

Learning goals check #3

D!



Learning Goals Check #4

Workplace Assistance providers who are licensed by DBHDS must meet DSP Competency requirements.

- A. True.
- B. False.

Learning goals check #4

A!



Learning Goals Check #5

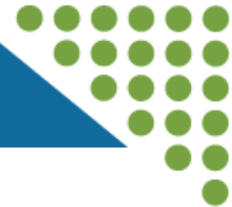
Which statement is accurate?

- A. A group day support provider can support a person to research career options by visiting job fairs and business open houses.
- B. A community engagement provider can support a person to meet emergency services personnel to explore an interest that could lead to employment.
- C. A group home provider can support a person to develop phone skills that can lead to a customer service position.
- D. All the above.

Learning goals check #5

D!





*Thank
You*

